



UNITED STATES PATENT AND TRADEMARK OFFICE

UNITED STATES DEPARTMENT OF COMMERCE
United States Patent and Trademark Office
Address: COMMISSIONER FOR PATENTS
P.O. Box 1450
Alexandria, Virginia 22313-1450
www.uspto.gov

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/650,227	08/28/2003	Liam Mannion	920476-94734	6366
23644 7590 09/26/2007 BARNES & THORNBURG LLP P.O. BOX 2786 CHICAGO, IL 60690-2786			EXAMINER NGUYEN, MY XUAN	
			ART UNIT 2617	PAPER NUMBER
			MAIL DATE 09/26/2007	DELIVERY MODE PAPER

Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

Office Action Summary	Application No. 10/650,227	Applicant(s) MANNION ET AL.	
	Examiner My X. Nguyen	Art Unit 2617	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 16 July 2007.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-4, 6-8 and 10-15 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-4, 6-8 and 10-15 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|--|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413)
Paper No(s)/Mail Date. _____ |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | 5) <input type="checkbox"/> Notice of Informal Patent Application |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO/SB/08)
Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____ |

DETAILED ACTION

Continued Examination Under 37 CFR 1.114

1. A request for continued examination under 37 CFR 1.114, including the fee set forth in 37 CFR 1.17(e), was filed in this application after final rejection. Since this application is eligible for continued examination under 37 CFR 1.114, and the fee set forth in 37 CFR 1.17(e) has been timely paid, the finality of the previous Office action has been withdrawn pursuant to 37 CFR 1.114. Applicant's submission filed on 07/17/2007 has been entered.

Claim Rejections - 35 USC § 103

The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

2. Claims 1-4, 6-8 and 10-15 are rejected under 35 U.S.C. 103(a) as being unpatentable over U.S. Patent 5,915,012 (Miloslavsky), and further in view of U.S. Patent 6,175,564 B1 (Miloslavsky et al., hereinafter Goecke).

Regarding claims 1, 3 and 10-12, Miloslavsky discloses the claimed:

a) receiving a contact at any one of the contact centers, said any one of the contact centers being designated a source contact center with respect to the received contact (i.e., incoming call arrives at an ACD of a first call center, Fig. 2 Elements 162, 164 & 180, Col. 2 Lines 30-33 & Col. 5 Lines 5-9);

b) sending a reservation request from the source contact center to each of the contact centers including itself at the same time, said reservation request being for an agent with a specified relative intrinsic value (i.e., routing server retrieves status of agents from stat-server, Col. 2 Lines 30-52 & Col. 6 Lines 46-56);

c) for said reservation request, receiving at the source contact center from each of one or more of the contact centers, a value of the specified intrinsic and an associated agent identifier (i.e., routing server retrieves status of agents from stat-server, Col. 2 Lines 30-52 & Col. 6 Lines 46-56);

d) at said designated source contact center, determining from said value of the specified intrinsic and said associated agent identifier received from said each of one or more of the contact centers a suitable agent in any of said one or more of the contact centers for processing the received contact (i.e., reserve a routing point if best available agent to handle a call is located in a second call center, Col. 2 Lines 30-52 & Col. 6 Lines 46-56);

e) routing the received contact from the designated contact center to said suitable agent (Col. 2 Lines 41-45).

As applicant has noted in applicant's Remarks filed 07/16/2007,

Art Unit: 2617

...Miloslavsky [discloses] that, upon receiving a call at a switch, a CTI server associated with the switch passes information to the routing server and statistics database and it is the routing server that selects an agent and then controls routing of the received contact from the call receiving switch to another switch. The routing server 192, the statistics server 190 and the database 194 are *all common to the network* of switches (and their associated CTI servers)...
(Remarks, Page 8)

However, Goecke discloses a call center 5100 wherein a stat-server 5140, a routing server 5142 and a database 5144 (Fig. 19) are all *unique* to the call center 5100.

It would have been obvious to one with ordinary skill in the art at the time the invention was made to implement the feature of Goecke with the system of Miloslavsky because the feature of having network elements (i.e., stat-server, routing server and database) unique to a call center is old and well known in the prior art. The reference of Miloslavsky discloses call centers depending on the common network elements of a stat-server, routing server and database (Fig. 2, Elements 190, 192 & 194). Since Goecke discloses call centers comprising the elements of a stat-server, routing server and database (Fig. 19 Elements 5140, 5142 & 5144), it would have been obvious to one with ordinary skill in the art to combine the references to prompt a predictable variation of design choice of the call center(s).

Claim 2 is met by Miloslavsky and Goecke, wherein Miloslavsky discloses the claimed specified intrinsic is selected from nodal longest idle agent, average answer delay and calls queued count (Col. 2 Lines 33-38 & Col. 6 Lines 46-56).

Claim 4 is met by Miloslavsky and Goecke, wherein Miloslavsky discloses claimed canceling unused reservations (Col. 2 Lines 30-52, it is inherent that an unused reservation is canceled).

Claim 6 is met by Miloslavsky and Goecke, wherein Miloslavsky discloses the claimed receiving at the source contact center is carried out in a pre-specified time interval (Col. 6 Lines 52-65).

Claim 7 is met by Miloslavsky and Goecke, wherein Miloslavsky discloses the claimed contact is associated with a specified network skillset and wherein said reservation request is also for agents of that specified skillset (Col. 2 Lines 30-52, Col. 6 Lines 46-56 & Col. 7 Lines 50-65).

Claim 8 is met by Miloslavsky and Goecke, wherein Miloslavsky discloses the claimed determining at the source contact center a network longest idle agent (Col. 7 Lines 54-58).

Claim 13 is met by Miloslavsky and Goecke, wherein Miloslavsky discloses the claimed contact centers comprises a contact center server and a switch (Fig. 2 Elements 168, 182, 170 & 184).

Art Unit: 2617

Claim 14 is met by Miloslavsky and Goecke, wherein Miloslavsky discloses the claimed contact center servers being linked to one another by a first part of said communications network (Fig. 2 Elements 190 & 192) and said switches being linked to one another by a second part of said communications network (Fig. 2 Element 188), said first and second parts being substantially isolated from one another (Fig. 2).

Claim 15 is met by Miloslavsky and Goecke, wherein Miloslavsky discloses the claimed contact center server is connected to its associated switch using a dedicated embedded local area network connection (Fig. 2 Elements 172 & 186).

Response to Arguments

3. Applicant's arguments with respect to claims 1-4, 6-8 and 10-15 have been considered but are moot in view of the new ground(s) of rejection.

Conclusion

4. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure.

U.S. Patent 5,575,904 (Anderson), Context-sensitive presentation of information to call-center agents.

U.S. Patent 6,445,788 B1 (Torba), Method and apparatus for providing fair access to agents in a communications center.

U.S. Patent 6,813,636 (Bean et al.), Method and apparatus for routing a transaction within a network environment.


Any inquiry concerning this communication or earlier communications from the examiner should be directed to My X. Nguyen whose telephone number is (571) 272-2835. The examiner can normally be reached on Monday through Friday at 8:00AM to 4:00PM.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Rafael Perez-Gutierrez can be reached on (571) 272-7915. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Art Unit: 2617

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

M.X.N.
09/18/2007


Rafael Perez-Gutierrez
Supervisory Patent Examiner
Technology Center 2600
Art Unit 2617
9/20/07